Purpose

To establish a means for requesting services from Information Systems Services (ISS) or vendors, for developing new systems, enhancing or maintaining existing systems, and assisting/performing system information requirements or feasibility studies. Also, procedures for requests for computer hardware, software less than and/or greater than $1,000.

Policy

UDOT organizations desiring IT services, equipment and software should send a request to ISS to enable the Department to maintain compliance to State code, State policies, standards and utilize IT resources to their maximum potential.

Processes to accomplish the following are initiated by ISS as part of the Department of Transportation's Tactical and Strategic, Information Technology Planning processes. This applies to all Groups, Divisions and Regions.

Tactical IT Plan

The Annual Tactical Planning Process is conducted, beginning in July of each year when building blocks and requests are submitted for approval by the legislative and the Governor's analysts, and later submitted for funding approval by the Legislature for the Tactical Plan, for the next fiscal year.

UDOT's IT Planning process and IT Plan have been designed to be compatible with Utah State Code and State Policies regulating Information Technology. The second phase of the Tactical Plan process begins in January when organizations within the Department prepare plans to their management for funding of Information Technology (Data Processing) needs during the next fiscal year. This phase culminates in review and prioritization by Department Senior Management. Funding is also planned and allocated for maintenance of existing systems as well as allocating internal ISS personnel time for this purpose.

Fall Process Planning Process

ISS initiates processes in July, August, September. This normally consists of specific building blocks to provide new IT funding for the following fiscal year, and/or submitting an addendum(s) to the current year IT Plan, to the State Chief Information Officer.

Spring Process

ISS initiates the plan processes (in January) to identify the Department needs, utilizing appropriated funds for the following fiscal year. Then ISS meets with UDOT organizations and distribute planning materials. In general this process involves meeting with department organizations, soliciting their needs, and gaining management approval for IT purchases and application systems development priorities.

Strategic Plan

The Strategic Plan is updated every October and November of each year to extend the time

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covered by one year and make other necessary revisions as desired by the Department and to prepare the most current year for the coming Tactical processes in January.

Operational Needs

Requests should be submitted via e-mail to the Information Systems Services (ISS) person responsible for processing IT acquisitions. The request should describe the needed item, state who it is for, why it is needed and the estimated cost. At any time during the year, requests can be made for acquisitions under $1,000. These requests are not part of the plan and can be submitted anytime.

Each request is evaluated, based on Information Technology (IT) standards set by the department and the State. If these standards are met and there is sufficient funding, the request is generally approved. (Requests exceeding $1,000 in cost should be submitted as part of the department's annual IT Planning processes).

When the operational need applies to software refer to UDOT 05A-2 (Obtaining Software for Office Use).

Background

When funding is approved for software development or enhancement, any employee or consultant who develops a custom software system or program for others to use has a responsibility to document it to a level which allows others to use it effectively, and insures that it can be supported if the author is on leave or otherwise unavailable. Managers are responsible to make sure that custom software developed for their group is documented in accordance with the attached standards.

All computer development and maintenance projects must include time to write documentation and keep it up to date. Performance reviews of software developers must include a review of documentation adequacy. This applies not only to professional programmers, but also to the numerous UDOT personnel who write programs in languages such as dBASE, Paradox, Information Expert, or other "easy to use" languages or report writers.

The new documentation standards apply to all new systems and programs. Old systems and programs should be brought into conformity as much as possible, when programmers have extra time that could be used to update documentation.

Through Folio infobases refer to Guidelines for User and Systems Manuals.

Definitions

Tactical IT Plan

Short term planning for the next fiscal year which includes application development or enhancement, existing maintenance through allocation of staff and vendor time, and funding for hardware and software purchases.

Strategic IT Plan

Planning for future years beyond the immediately following fiscal year. Strategic planning will impact the tactical plan where there are large, long term projects, especially if sufficient building block funding hasn't been identifieds to support these projects.

Operational IT Needs

This category relates to hardware or software that is purchased as the need arises during the course of each year and should not be requested as part of the IT Plan. Requests should be less than $1,000 in cost. (Requests exceeding $1,000 in cost should be submitted as part of the department's annual IT Planning processes).